# NETWORK MANAGER REPORT



## FEBRUARY 2003

SUBMITTED BY Winn McInnis, General Manager

# NETWORK MANAGER REPORT

## OVERVIEW

### Marketing/Operations

Although a short month, February was a month of many accomplishments. Our pipeline of potential partners continues to develop, while existing partnerships bring new opportunities our way. We are also seeing some projects that have been stalled coming to the table for development.

Highlights during the month were:

- All pre-existing DPS clients have been converted to the Alabama Interactive interface. All are very pleased with the progress.

- An NIC Regional Manager, Tamara Dukes, introduced Secretary of State Worley to the president of the National Association of Secretaries of State, helping Secretary Worley acclimate to the Association, which includes many long-term Secretaries.

- Alabama will be one of the first states in nation to provide online Storm-water permitting. The federally mandated service is under development, in partnership with ADEM and should be complete late in the second quarter of 2003.

- The Alabama Department of Revenue shared an exciting statistic regarding efficiencies created by the electronic business-tax payment service. They estimate that for every 100-150 filings completed online, they save approximately 8 hours of data entry. Users of the service are saving as much as much as $25 per filing, per month.

- The Alabama Department of Insurance hopes to provide online licensure in 2003. We have met with them to discuss the range of services that we can provide.

- The Alabama State Bar's plan for online membership renewals is moving forward. We have begun pre-development planning with the agency.

- The Board of Pardons and Paroles has returned their Functional Specifications and is ready to begin development of their restitution court fees payment service.

- The Alabama Public Service Commission has provided us with a list of services that they would like to make available online. We have provided them an Agency Agreement and have mutually-agreed that initial application for motor-carrier authorization will be the first service.

- There were over 20,000 successful requests on the Individual Income Tax Status Check application released this month for the Alabama Department of Revenue.

## Development

We have started our discussions with ADEM to provide an interactive application that will give Alabama citizens and companies the ability to notify ADEM if their construction plans will possibly contaminate a water source.

We are in discussions with the Alabama State Bar to provide an online license renewal application. We will begin to look at how to model their database setup as soon as they have completed their conversion from Sybase to SQL Server.

We are in the process of upgrading our database server in an effort to continue to provide quality service. The new database server is up and running and we are now in the process of testing our existing applications with this new server.

We are working closely with the Secretary of State to provide an online UCC filing application that will give SOS the ability to receive UCC filing data in an electronic format, thus saving SOS resources when processing the paper forms. This application is undergoing User Testing.

## PROJECT REPORT

### COMPLETED!

| Application | Agency | Description | Status |
|---|---|---|---|
| Renewal of Nursing Licenses | Alabama Board of Nursing | This application allows nurses to renew their license online. They can also change their address and personal information. | This application is complete and in production. |
| Reactivation of Nursing Licenses | Alabama Board of Nursing | This application allows nurses to reactivate their license online. | This application is complete and in production. |
| Reinstatement of Nursing Licenses | Alabama Board of Nursing | This application allows nurses to reinstate their license online. | This application is complete and in production. |
| Electronic Access to Motor Vehicle Records | Alabama Department of Public Safety | This application provides electronic access to certain drivers' records. | This application is complete and in production. |
| Renewal of Real Estate Licenses | Alabama Real Estate Commission | This application allows for the renewal of licenses, online, by real estate agents, realtors and brokers. | This application is complete and in production. |

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| Broker/Agent Certification | Alabama Real Estate Commission | This application allows for the certification and verification of licensed agents/brokers in the state. | This application is complete and in production. |
| Sales, Use and Lodging Tax Filings | Department of Revenue | This application allows Alabama businesses to report and pay sales, use and lodging taxes online. | This application is complete and in production. |
| Refund Status for Individual Income Tax | Alabama Department of Revenue | This application allows for users to check the status of their individual income tax filings online, 24/7. | This application is complete and in production. |
| UCC (Uniform Commercial Code) Filings | Alabama Secretary of State | This application allows business entities to file their UCC filings with the Secretary of State through the Internet. The application will accept credit card payment of the filing fee and automatically calculate the appropriate charge. | This application is complete and is currently in testing. Production date is on hold. |
| Payment Portal Merchant Service Agreement | Secretary of State | This will allow SOS to use our Merchant Service Agreement and Payment Portal to accept and transfer funds. | This application is complete and in production. |

## IN DEVELOPMENT . . .

| Application | Agency | Description | Status | Target Date |
|---|---|---|---|---|
| Federal Mining97 Project-Storm-water permitting | Alabama Department of Environmental Management | This application allows for the online submission of the pre-construction watershed application | This application is in development. | May |
| Name and Address Change | Alabama Board of Nursing | This application will allow nurses to change their name and address of record | Functional Specifications have been drafted and require agency approval | May 2003 |
| Payment of Parole and Restitution Cost | Alabama Board of Pardons and Parole | This application will allow parolees to pay restitution fines online. | This project is still in the preliminary stage. | End of February 2003 |

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| Address Change | Alabama Real Estate Commission | This application allows for the changing or updating of addresses and personal information. | This application is on hold pending AREC's database upgrades. | July |

**IN PLANNING AND CONSIDERATION . . .**

| Application | Agency | Description | Status | Target Date |
|---|---|---|---|---|
| Renewal of License | Alabama Association of Bankers | This application allows for the renewal of licenses online. | Awaiting follow up. | TBD |
| Membership Renewal | Alabama State Bar | This application allows existing Bar members to renew their membership online. | Pre-project planning. | TBD. |
| Renewal of License | Alabama Board of Chiropractic Examiners | This application allows for the renewal of licenses and fee payment, online. | Pre-project planning. | September 2003 |
| Hunting and Fishing Licenses/POS | Alabama Department of Conservation and Natural Resources | This application allows users to select from available permits and purchase them on-line. | This project is currently still in the proposal stage. The agency is looking for a total turnkey solution. | TBD |
| Payment of Court Cost | Administrative Office of Courts | This application allows Courts to accept payments by county via Internet. | This project is still in the preliminary stage. | February 2003 |

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| Renewal of Builders Licenses | Alabama Home Builders Licensure Board | This application allows for the renewal of licenses online. Allows for the editing of address and personal information. | This project is currently tabled. The agency said they would make contact when ready to proceed. | TBD |
| Agent License Renewal | Alabama Department of Insurance | This application allows agents already licensed by the Department of Insurance to renew their license online. | This project is pending agency approval. | TBD. |
| Renewal of Marriage and Family Therapists' License | Alabama Board of Examiners in Marriage and Family Therapy | This application will allow marriage and family therapists to renew their license and pay the renewal fee | Functional Specifications have been drafted and require agency approval. | September 2003 |
| Licensee database search and download | Alabama Board of Nursing | This application allows hospitals, insurance companies, etc. to download the nursing roster in order to send correspondence. | Functional Specifications have been drafted and require agency approval. | March 2003 |
| License verification and disciplinary status | Alabama Board of Nursing | This application will allow hospitals, insurance companies, etc. to verify a nurse's license status and receive notification of disciplinary and/or legal actions. | Functional Specifications have been drafted and require agency approval. | June 2003 |
| Initial Application for Motor-carrier Authorization | Alabama Public Safety Commission | This application allows persons who are paid to carry cargo intrastate, to apply online for authorization. | This project in pre-development planning. | June 2003 |

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| Instructor License Renewal | Alabama Real Estate Commission | This application allows licensed instructors to renew their license online. | This project is still in the preliminary stages. | May 2003 |

## SERVICE REQUEST

**Service Request #22**
Alabama State Bar Online Membership Renewal
Alabama Interactive requests and recommends this service for the Alabama State Bar is added to the network as a **charge** service. Development for the Alabama Interactive Membership Renewal application is at no cost to the Alabama State Bar.

**Service Request #23**
Alabama Department of Insurance Online License Renewal
Alabama Interactive requests and recommends this service for the Alabama Department of Insurance is added to the network as a **charge** service. Development for the Alabama Interactive Insurance License Renewal application is at no cost to the Alabama Department of Insurance.

**Service Request #24**
Alabama Public Service Commission Initial Application for Motor-Carrier Authorization
Alabama Interactive requests and recommends this service for the Alabama Public Service Commission is added to the network as a **charge** service. Development for the Alabama Interactive Motor Carrier Authorization application is at no cost to the Alabama Public Service Commission.

## MONTH IN REVIEW

**Financial Report (Alabama Interactive)**

Total **February** Collected Interactive Revenue (Agency Statutory Fees):    $22,844.00

Total **February** Collected Batch Revenue (Agency Statutory Fees):    $926,905.75

Total **February** AI Network Transactions:    183,412

Average Successful Request per Day:    6,550

## OPERATIONS & ADMINISTRATION

### Alabama Interactive Personnel

We are still in the process of ramping up our development staff.  In an attempt to ensure the right candidates for the positions offered, we have taken additional steps in our interviewing process.  This has allowed AI to amass an excellent pool of local candidates.  We have scheduled interviews for the first week in March and plan to hire two additional developers to the AI team.

### OTHER BUSINESS/IN CLOSING

We are so pleased with the achievements made in February.  The opportunity for new partnerships and new applications is very exciting.  We are looking forward to adding some new talent to the development team, who will help us achieve the goals we have set forth for 2003.

As always, please feel free to call on me with any questions or comments.

I can be reached at 601-594-9490, or email at wmcinnis@alabamainteractive.org

Respectfully Submitted,

Winn McInnis